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STANDING COMMITTEE ON RAILWAYS (2014-15)

SIXTEENTH LOK SABHA

MINISTRY OF RAILWAYS
(RAILWAY BOARD)

[Action taken by the Government on the recommendations/observations contained in the Twenty Third Report of the Standing Committee on Railways (Fifteenth Lok Sabha) on "Suburban Train Services of Indian Railways, with particular emphasis on security of women passengers"]

SIXTH REPORT

LOK SABHA SECRETARIAT
NEW DELHI

April, 2015/ Vaisakha, 1937 (Saka)

SCR NO.:195

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Presented to Lok Sabha on 05.05.2015

Laid in Rajya Sabha on 05.05.2015

LOK SABHA SECRETARIAT

NEW DELHI

April, 2015/ Vaisakha, 1937 (Saka)

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COMPOSITION OF STANDING COMMITTEE ON RAILWAYS (2014-15)

Shri Dinesh Trivedi - Chairperson

MEMBERS

LOK SABHA

2. Shri E. Ahamed
3. Kunwar Pushpendra Singh Chandel
4. Shri Ram Tahal Choudhary
5. Shri Sanjay Dhotre
6. Shri Gourav Gogoi
7. Shri Rajen Gohain
8. #Shri Chandra Prakash Joshi
9. Shri Ramesh Chander Kaushik
10. Shri Gajanan Kirtikar
11. Shri Balabhadra Majhi
12. Shri Arjun Ram Meghwal
13. Shri K.H. Muniyappa
14. Shri Thota Narasimham
15. Shri A.T. Nana Patil
16. Shri R. Radhakrishnan
17. Shri Mekapati Raja Mohan Reddy
18. Shri Lakhan Lal Sahu
19. Shri Ganesh Singh
20. Shri Uday Pratap Singh
21. Shri S.R. Vijayakumar

RAJYA SABHA

22. Shri A.K. Antony
23. Shri Mukut Mithi
24. Shri Dilipbhai Pandya
25. Shri Parimal Nathwani @
26. Shri Ambeth Rajan
27. Shri T. Rathinavel
28. Shri Bashistha Narain Singh
29. Shri Devender Goud T.
30. Shri Alok Tiwari
31. Shri Motilal Vora

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* Constituted *vide* Lok Sabha Bulletin Part II No.623 dated 01.09.2014

\# Sh. Bandaru Dattatreya ceased to be a Member on his appointment as Minister w.e.f. 09.11.2014. Shri Chandra Prakash Joshi was nominated as Member *vide* LSS Bulletin Part No.783 dt.14.11.2014

@ Smt. Kusum Rai retired on 25.11.2014 vide R.S.S. I.d. No..1(2)2014-coord. dt.20.11.14. Shri Parimal Nathwani nominated as Member w.e.f. 19.12.2014 *vide* LSS Bulletin Part II No.1212 dated 31.12.2014

LOK SABHA SECRETARIAT

1.	Shri K. Vijayakrishnan	-	Additional Secretary
2.	Smt. Anita Jain	-	Joint Secretary
3.	Shri Raju Srivastava	-	Additional Director
4.	Smt. Swati Parwal	-	Committee Officer

INTRODUCTION

I, the Chairperson of the Standing Committee on Railways (2014-15), having been authorised by the Committee to submit the Report on their behalf, present this Sixth Report of the Standing Committee on Railways on action taken by the Government on the Recommendations/Observations contained in the Twenty Third Report of the Standing Committee on Railways on "Suburban Train Services of Indian Railways, with particular emphasis on security of women passengers".

2. The Twenty Third Report was presented to the Lok Sabha on 06.02.2014 and it contained 40 recommendations/observations. The Ministry of Railways have furnished their action taken replies in respect of all the recommendations/observations.

3. The Committee considered and adopted the draft Action Taken Report at their sitting held on 29.04.2015.

4. An analysis of the action taken by the Government on the recommendations/observations contained in the Twenty Third Report of the Standing Committee on Railways (Fifteenth Lok Sabha) is given in Appendix-II .

NEW DELHI;
29 April, 2015
9 Vaisakha, 1937 (Saka)

DINESH TRIVEDI
Chairperson,
Standing Committee on Railways

CHAPTER-I

REPORT

This Report of the Standing Committee on Railways (2013-14) deals with the action taken by the Government on the recommendations/ observations contained in their Twenty-Third Report (Fifteenth Lok Sabha) on "Suburban Train Services of Indian Railways, with particular emphasis on security of women passengers".

2. The Twenty-Third Report was presented to Lok Sabha and laid in Rajya Sabha on 06.02.2014. The Report contained 40 recommendations/ observations.

3. Action Taken Notes in respect of all the recommendations/ observations contained in the Report have been received from the Government. These have been examined and categorised as follows:-

(i) Recommendations/Observations which have been accepted by the Government:

Serial Nos. 1, 2, 5, 6, 7, 8, 9, 10, 13, 14,16, 17, 18, 19, 20, 22, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39 and 40.

Total: 32

Chapter-II

(ii) Recommendations/Observations which the Committee do not desire to pursue in view of the Government's replies:

Serial Nos. 4, 12 and 24

Total: 3

Chapter-III

(iii) Recommendations/Observations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration:

Serial Nos. 3, 11, 15, 21 and 23

Total : 05

Chapter-IV

(iv) Recommendations/observations in respect of which final replies of the Government are awaited:

Serial No. NIL

Total : 00

Chapter-IV

4. The Committee desire that Action Taken Notes on the recommendations/ observations contained in Chapter-I of the Report may be furnished to the Committee within three months of the presentation of this Report.

5. The Committee will now deal with the action taken by the Government on some of the recommendations/observations in the succeeding paragraphs.

Recommendation (Para No. 3)

6. The Committee were of the view that the criterion of minimum traffic for augmentation of coaches is largely met by many suburban stations, particularly during peak hours. Hence, the Committee had strongly recommended that immediate surveys should be undertaken by all the Zonal Railways to determine the traffic at all the suburban stations and to upgrade the infrastructure to accommodate the augmented coaches. Presently, out of the total 471 EMU rakes in service, only 5 number of rakes have 15-car capacity. The Committee were of the view that suburban train services have to expand with time because of spatial factors. Therefore, the Committee had advised the Railway Board to target 15-coach EMUs rather than 12 coach EMUs so that the investment and development of infrastructure could be more far-sighted. This would go a long way in enhancing the carrying capacity on the suburban system, besides easing out on passenger rush, that can be a check on untoward incidents.

7. The Ministry of Railways, in their action taken reply, have stated as under:

"The total number of passengers carried on the suburban sector in Mumbai area during FY 2011-12, 2012-13 & 2013-14 is as follows:

FY	Number of passengers booked (in millions)	
	Central Railway	Western Railway
2011-12	1432.82	1276.77
2012-13	1436.00	1294.88
2013-14	1468.46	1278.70

Moreover, there are standing instructions to zonal railways to conduct census on periodical basis.

However, increasing the load of all the EMU rakes to 15 cars is not feasible due to operational/infrastructural/geographical constraints."

8. **The Committee, considering the need to expand suburban train services, had recommended the Railway Board to target 15-coach EMUs rather than 12 coach EMUs. The Ministry, in their reply, have *inter alia* stated that increasing the load of all the EMU rakes to 15-cars is not feasible due to operational/ infrastructural/ geographical constraints. The Committee are disheartened to note that the reply of the Ministry is silent on the essence of their recommendation which was related to the expansion of the carrying capacity of the suburban system primarily to ease out the passenger rush and also to contain recurrence of untoward incidents. Their recommendation for upgradation of infrastructure and other facilities to accommodate future requirements of 15-coaches EMUs has not been replied to. The Committee, therefore, would like to reiterate their recommendation and await specific action by the Government in this regard.**

Recommendation (Para No. 11)

9. The Committee had noted that toilet facility is one of the foremost basic amenities and its absence from a public space like a railway station/platform will result in serious inconvenience to the commuters. During their study visit, the Committee had found that toilets, especially ladies toilets, were badly maintained, located at the outskirts of the stations in poorly lit areas, and often remained locked. The Committee had desired that the Zonal Railways take immediate and effective steps to improve

the situation. The Committee earnestly suggested that the Railways should undertake safety audits of the suburban stations and take necessary action to tackle issues that crop up in the light of the audit observations. To promote transparency and public watch, the Committee desired the Railway authorities to provide/display names and contact numbers of the maintenance staff and responsible senior officials at specified areas in the station/platform and at all the toilet entrances. Where facilities are in disrepair, the Railways should urgently and expeditiously do the needful.

10. The Ministry of Railways, in their action taken reply, have stated as under:

"As per extant policy, toilets should be provided only in concourse/circulating areas in sub-urban stations. Provision of toilets is not preferred on platforms at sub-urban stations as the major requirement of sub-urban passengers is urinal. The repairs/maintenance of facilities including toilets is undertaken as per requirement. The names of the stations, where toilet facilities were observed by the Committee in disrepairs have not been mentioned in the Report. However, Committee's observations have been noted and concerned Zonal Railways shall be advised in this regard. Policy guidelines exist for ensuring approved lux level for different category of stations, including suburban stations (C-category) and Foot Over Bridge (FOB) for adequate lighting arrangements at stations premises. Accordingly, lighting at suburban stations has also been provided as per these norms. Any shortcoming/malfunctioning in lighting arrangement are made good as soon as it comes to the notice. Further, names and contact numbers of the maintenance staff and responsible officials are available with Station Manager/Superintendent. Two types of Safety Audits are being conducted by Railways regularly i.e. one by individual Railway of its own divisions once in two month period and another inter railway safety audit which is conducted twice a year i.e. from January to June and July to December. Safety Audit is conducted by a team of five Senior Administrative Grade (SAG) level officers of Civil, Mechanical, Signal, Electrical and Safety departments. The teams carry out audit/inspections and focus on pinpointing deficiencies found in the system including ancillary activities, staff training, material supply, availability of funds, system failures, defective policies/rules etc. Zonal Railways submit their Reports/Action taken reports to the Ministry of Railways. These reports are analyzed by the Railway Board which gives them further necessary instructions as and when necessary."

11. **The Ministry, in regard to the recommendation of the Committee to undertake safety audits of all the suburban stations, has replied that two types of audits are being conducted by Railways regularly i.e. one by individual Railway once in two-month period and another inter-railway safety audit twice a year. The Ministry has further stated that the names and contact numbers of the maintenance staff and responsible officials are available with Station Manager/ Superintendent. The Committee do not dispute the efficacy of safety audits being conducted by the Railways. However, the Committee are of the opinion that one mechanism cannot remain relevant all the times. Although this mechanism has contained the deficiencies found in the system, including ancillary activities, staff training, material supply, system failures, etc., it leaves scope for improvement especially the maintenance of toilet facility at railway stations/ platforms. The Committee are also disturbed to note that their recommendation of displaying names and contact numbers of the maintenance staff at specified areas in the station/ platform and at all the toilet entrances has not been taken up by the Ministry in the right perspective. The Committee were of the view that as a first step towards ensuring cleanliness at stations/ platforms, if the details of maintenance staff are prominently displayed, it will have an impact not only on the maintenance staff but also on the railway commuters in approaching them in hour of need. Accordingly, the Committee reiterate that the Ministry should work out a concrete action plan to display the names of maintenance staff at prominent places in the railway stations/ platforms. The Committee would like to be apprised of the modalities worked out by the Railways in this regard.**

Recommendation (Para No. 15)

12. The volume of suburban passenger traffic has gone up steadily in the last decade whereas the facilities at railway stations have remained more or less stagnant. One crucial issue is the width of the platforms that should have been increased to accommodate the rapidly increasing passenger traffic. Where the platforms have been extended to accommodate twelve coach trains, in certain cases the width of the platforms has been narrowed to as low as 7 to 8 feet which is indeed hazardous. Even the Railway bridges are narrow which could lead to stampede-like situations during peak hours. The Committee had, therefore, desired the Railway Ministry to examine whether the presently prescribed width of platform is adequate to facilitate easy and

unhampered movement of passengers at suburban stations. The Schedule of Dimensions prescribed in the Indian Railway Standards may be specifically looked into. The Committee should be apprised of the steps taken in this regard.

13. In their Action Taken reply, the Ministry of Railways have stated as under:

> *"As per Indian Railway Standards, the width of platform is determined on the basis of clearance specified in Schedule of Dimensions (SOD) and it should be adequate to permit a free unhampered movement of passengers. Standard width has not been prescribed for any railway platform. However, the concern of the Committee has been noted & concerned Zonal Railways shall be advised to examine and take appropriate steps in this matter."*

14. **The Committee, with an intention to facilitate easy and unhampered movement of passengers at suburban railway stations, had recommended to the Ministry to examine the width of platforms and railway bridges. The Committee being aware of the fact that standard width has not been prescribed for any railway platform in the Indian Railway Standards, also recommended the Ministry to re-visit the Schedule of Dimensions. The Committee are not satisfied with the reply furnished by the Ministry. It is desired that the Ministry should avoid furnishing vague reply such as 'the concern of the Committee has been noted'. The Committee expect that action taken replies of the Government should be specific, comprehensive and reflecting timelines. The action taken reply should also reflect the specific efforts made to implement the recommendation or at least mention the roadmap or specific strategy of the Ministry to implement the same. The Committee desire the Ministry should henceforth follow this norm for furnishing action taken reply.**

Recommendation (Para No. 16)

15. The provision of platform shelters falls under the list of mandatory amenities to be provided by the Ministry of Railways at the suburban train stations and platforms. The Committee had recommended that the Railways should provide shelters for the foot over bridges also as passengers find it very difficult to use them during summer, rainy season and inclement weather.

16. In their Action Taken reply, the Ministry of Railways has stated as under:

"As per norms of Minimum Essential Amenities (MEA), shelters are provided on FOBs at A1 & A category stations only. However, the recommendations made by the Committee is noted for examination."

17. **The Ministry's reply has revealed that as per norms of Minimum Essential Amenities (MEA), shelters are provided on foot over bridges at A1 and A category stations only. Since the provision of platform shelters falls under the list of mandatory amenities and the passengers using suburban trains find it difficult to use it during summer, rainy season and inclement weather, the Committee had desired the Ministry to provide shelters on foot over bridges also. While the Ministry has informed that the recommendation of the Committee has been noted for examination, no specific proposal has been provided to show that this aspect has been taken up by them with all the seriousness it deserved. The Committee, therefore, reiterate that it would be more appropriate if a time bound strategy is chalked out to realize the intended objective. The Committee would like the Ministry to furnish details of the status of implementation of this project in a structured manner encompassing targets and efforts to achieve them.**

Recommendation (Para No. 20)

18. The Committee had found that unauthorised vendors, beggars and hawkers are a major problem on suburban trains, stations, platforms, over bridges, pathways, etc. They not only obstructed the free movement of the passengers but also indulge in pick-pocketing and other such crimes. The Committee strongly recommended that all unauthorised hawkers and beggars shall be strictly prohibited from boarding trains or operating at platforms/stations. Further, non-commuter licenced vendors/hawkers must carry their ID cards issued by the Railways and must wear their Railway Badges, carrying their names and licence numbers. The Railways must ensure that vendors, along with their luggage, travel in the luggage compartment or earmarked areas of coaches reserved exclusively for their use. The Committee noted that different Zones have different areas marked for vendors in trains. The Railways may look into this, identify which is the best practice, and consider introducing such practice uniformly across the suburban railways in all Zones.

19. In their Action Taken reply, the Ministry of Railways have stated as under:

"Regular drives are being conducted against unauthorized hawkers and beggars and offenders are being prosecuted under relevant sections of the Railways Act. Time to time instructions are issued to escorting staff to ensure that the vendors do not board with their wares in coaches other than the earmarked coach/earmarked areas reserved exclusively for their use. Proper Identity Cards with travelling authorities are issued by the railways to the authorized staff of catering/vending licenses to enable them to manage catering services on mobile and static units effectively. Almost in all the Zonal Railways having suburban services, viz. Central, Western, Eastern, South Eastern and South Central Railways, bogies or part of bogies at either ends are generally earmarked for vendors for easy alighting of material and also to facilitate passengers to move inside the train, except in the suburban services in Southern Railway, where this provision has not been made due to operational constraints."

20. **The Committee have been informed that regular drives are being conducted against unauthorized hawkers and beggars and offenders are being prosecuted under the relevant sections of the Railways Act. It has also been stated that almost in all the Zonal Railways having suburban services, bogies or part of bogies at either ends are generally earmarked for vendors for easy alighting of material and also to facilitate passengers to move inside the train. The Committee are surprised to note that in spite of all these measures, unauthorized vendors, beggars and hawkers are still a problem on suburban trains, stations, platforms, over bridges, pathways, etc. The Committee are inclined to believe that proper implementation of relevant provisions of the Railways Act to curb this problem is not done with due diligence and this practice has been continuing unabated. The Committee feel that some innovative steps need to be taken to put an end to the entry of unauthorised vendors and hawkers that causes much discomfort to the suburban railway commuters. The Committee would like to be apprised of the modalities and concrete action plan worked out by the Ministry in this regard.**

Recommendation (Para No.21)

21. The Committee have received several written complaints regarding problems relating to the Suburban train Time-Table. The Committee suggested that Zonal Railways should regularly publish user-friendly suburban Time-Table in consultation with the commuters' forums/associations. These Time-Tables should be developed in a manner to serve as a handy guide book for the commuters which must, *inter alia*,

include such details as railway officials' names and phone numbers, etc. Unauthorised publications of Time-Tables by private agencies should be investigated and appropriate action taken by the authorities concerned. Time Tables should be made available in local languages as well. Most importantly, the Railways should seriously look into the issue of shortage of Time-Tables and ensure their easy availability at all Railway premises.

22. In their Action Taken reply, the Ministry of Railways has stated as under:

> "*The suburban time tables are published in consultation with Commuters' forums/associations. Also, the addresses, phone numbers and the name of the officers of public grievances redressal machinery are provided in the suburban time tables. While Zonal Railways have not received complaints regarding unauthorized publication of time table by private agencies, with regard to non-availability of suburban time tables, at all railway premises, Zonal Railways, based on demand, make available sufficient quantity of suburban time tables. Printing of suburban time table in regional language is not commercially viable."*

23. **The Committee had recommended that the Zonal Railways should regularly publish user-friendly time table which may also include details of railway officials' name, phone numbers, etc. in consultation with commuters' forums/ associations. The Committee had also recommended that time tables should be made available in local languages and to ensure its easy availability at the railway premises. The Ministry, in their action taken reply, have *inter alia* stated that printing of suburban time table in regional language is not commercially viable. The Committee feel that the Ministry have not taken their recommendation in its right perspective. In fact, the idea behind the Committee's suggestion to print and circulate time table in regional languages was to disseminate the information for the benefit of suburban train commuters. Merely pronouncing the proposal as commercially non-viable even without undertaking a preliminary cost-benefit analysis does not do justice to the Committee's recommendation. The Committee, therefore, once again emphasise that there are various activities before any organisation, especially the Indian Railways, which may not be commercially viable but have greater element of public importance. As a first step in this direction, the Ministry should work out modalities to publish pamphlets/ brochures of suburban time**

tables in regional languages. The Committee would like to be kept abreast of the steps being taken by the Ministry and the progress made thereafter.

Recommendation (Para No.23)

24. The Committee had found the RDSO standards with regard to the amenities to be provided at Railway Stations for persons with disabilities (Annexure B) as part of the fundamental amenities. However, the Committee had been highly disappointed and very critical of the apathetic attitude of the Railway authorities in giving practical effect to these recommendations. The Committee had desired that the Railways should take expeditious steps to implement the recommendations of the RDSO guidelines in letter and spirit for the benefit of the differently abled commuters in line with the provisions of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995. The Committee had also desired that they be informed regularly of the progress achieved in providing facilities like standard ramps, signages, designated parking lots, non-slippery walkway, disabled friendly toilets, inter-platform transfer facility, "May I Help You" booth, etc., for the benefit of the differently abled commuters.

25. In their Action Taken reply, the Ministry of Railways has stated as under:

> *"Based on the RDSO's Report, revised guidelines on provision of amenities at Railway station and other Public Building for Persons with Disabilities have been issued to Zonal Railways for implementation, vide Railway Board's circular No. 2012/LM(PA)/08/04/ Policy. PwDs dated 06.06.2013. 562 stations falling in A1, A & B category have been provided with following facilities viz. Standard ramp with railing for barrier free entry, earmarking of at least one parking lot for two vehicles used by disabled persons, a non-slippery walkway from parking lot to building, Signages of appropriate visibility, at least one drinking water tap suitable for use by a disabled person, at least one toilet on the ground floor and "May I help you" booth."*

26. **The Ministry, in their reply, have stated that based on RDSO's Report, on 6 June, 2013, revised guidelines on the provision of amenities at Railway stations and other public buildings for persons with disabilities have been issued to Zonal Railways for implementation. The Committee are constrained to**

state that the Ministry should endeavour towards providing adequate amenities in consonance with the provisions of the Persons with Disabilities (Equal Opportunities, Protection of Right and Full Participation) Act, 1995 that was promulgated by Government of India to ensure equal opportunities to differently abled persons. In the opinion of the Committee, implementation of the provisions of the Act requires a multi-sectoral collaborative approach of the Ministry of Railways and should not be confined to facilities for differently abled persons only at A1, A and B category of stations. Since it appears to the Committee that the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, had not been implemented in totality by the Indian Railways under the 'non-discrimination clause' of the Act, the Committee expect that a candid evaluation would be undertaken by the Railways to assess the actual implementation of the RDSO's Report on the lines of the Act. The Committee may be apprised of the action taken in this regard.

CHAPTER II

RECOMMENDATIONS/OBSERVATIONS WHICH HAVE BEEN ACCEPTED BY THE GOVERNMENT

Recommendation (Para No. 1)

The Suburban Railways, apart from being one of the major services rendered by the Indian Railways, also plays a facilitating role in addressing the challenges of the public transport system in many of India's important cities. Various Railway Zones, viz., Central, Eastern, Southern, South Eastern, South Western and Western and Kolkata Metro, are providing dedicated suburban services in the country covering about 4,377 million passengers, working out to 53.23 percent of the total passengers on the Indian Railway system. In view of this, it is imperative that the Railways provide the best of the services and amenities to this huge travelling public who use these services on a daily basis. A substantial segment of the Railways' clients comprises of women passengers. As such, besides providing adequate facilities to women passengers, ensuring their safety and security has been a matter of grave concern to the Committee. The Committee have made an in-depth examination of the subject and arrived at certain conclusions which have been discussed in the succeeding paragraphs.

Reply of the Government

All out efforts are being made by RPF with special emphasis on the security of women passengers travelling by suburban trains. The following steps are being taken in co-ordination with GRP and Local Police to provide hassle free journey to women commuters-

- Security personnel including lady security personnel are deployed in trains and on Railway platforms.
- An Integrated Security System consisting of electronic surveillance of vulnerable stations through CCTV camera network, access control, anti sabotage checks has been approved to strengthen surveillance mechanism over 202 sensitive and vulnerable Railway Stations.

- Gender Sensitization through awareness campaigns amongst the front line Railway Staff like ticket checking staff, RPF and on-board employees who have constant interface with the travelling public is done constantly.

- Lady staff are being deployed as per available resources on platforms for the help of women commuters.

- Security Help-Line numbers have been set up in the concerned Zonal Control Rooms to facilitate the passengers to inform about any untoward incidents. The numbers of such security help-lines have been displayed at conspicuous places of important Railway stations and in the coaches of trains.

- Regular coordination meetings are held with State Police at all levels to ensure proper registration and investigation of crime by Government Railway Police.

- Regular drives are conducted against male persons travelling in ladies compartment and offenders are prosecuted under provisions of the Railways Act.

Railways are providing value for money as far as amenities in EMU coaches are concerned. Following amenities are provided in the EMU coaches:

(i) Earmarking of separate compartments for special needs such as I class general, I class ladies, II class ladies etc.

(ii) Ergonomically designed seats with cushion in the I class and durable polycarbonate seats in the second class.

(iii) Panoramic large windows with button half opening and fixed top half with louvers for air flow and to prevent rain water entry.

(iv) Stainless steel luggage racks made from tubular sections on all compartments.

(v)Alarm chain for each row of seats on all compartments.

(vi)External LED alarm signal lights for special compartments.

(vii)Special zebra marking near doorways with colours similar to what is provided in the platform for identification of special compartments.

(viii)3/4th opaque covering of partitions for ladies compartments.

(ix)Full stainless steel tubular partitions between specially marked compartments.

(x)Handholds with Stainless Steel handles in general and ladies compartments.

(xi)Grab pole at the center of doorway and handles at sides of doorway.

Recommendation (Para No. 2)

The Committee observe that since the inception of the suburban services, the proportion of suburban traffic has more or less been on the higher side as compared to the non-suburban traffic. However, the Committee find that the quantum and quality of services and facilities provided in the suburban sector are much below the expectations of the commuters. Most of the Electric Multiple Units (EMUs) which number 5223 per day run with dense crush loading. During interactions of the Committee with commuters in different Zones, there had been a persistent demand from them for replacing the existing 9 coach car with that of 12/15 coach cars. The Committee are not convinced with the argument of the Ministry of Railways that augmentation of the existing EMU services on Indian Railways from 9 to 12/15 coaches is a continuous process and this depends upon the traffic requirements and availability of infrastructure required for operation of 12/15 coach EMU trains. The Committee feel that periodic surveys should be conducted in respect of each of the suburban railways to assess the actual requirement of 9/12/15 coaches EMU trains at different points of time during the day and the trains should be run accordingly. The Indian Railways should also dwell to keep in sharper focus the future burden on the suburban railways keeping in view the continuous influx of population into the Metros.

(Reply of the Government)

In majority of concerned zonal railways where suburban services are available, suburban trains with 9 car coaches have already been augmented into 12 car service wherever feasible, subject to availability of coaches. So also, 15 car services have also been introduced, as per availability of coaches and infrastructure facilities such as availability of 15 coach length platforms on suburban stations. As such, augmentation of the existing EMU services on Indian Railways from 9 to 12/15 coaches is a continuous process and this depend upon the traffic requirements and availability of infrastructure required for operation of 12/15 coach EMU trains. However, the recommendation of the committee inter-alia regarding *"conduct of periodic surveys in respect of each of the suburban railways to assess the actual requirement of 9/12/15 coaches EMU trains at different points of time during the day and the trains should be run accordingly"* has been advised to concerned zonal railways for compliance suitably and further necessary action.

Recommendation (Para No. 5)

The Committee have been informed that in the Mumbai Suburban System, the existing DC EMU rakes are being replaced with 30-35% more energy efficient EMU rakes which also have regenerative braking features. 128 rakes are reported to have been inducted into passenger services by the end of 2011-12. The Committee desire that the replacement of the remaining EMU rakes should be done at the earliest and such advanced technology may be considered for other Railway Zones also in a time bound manner.

Reply of the Government

It has been decided by Ministry of Railways that henceforth EMU rakes for other zonal Railways will have 3-phase propulsion equipment as recommended by the Committee to ensure energy efficiency.

Recommendation (Para No. 6)

Unlike EMU trains that are designed for running in a Metropolitan City and its suburbs, the Mainline Electrical Multiple Units Trains (MEMU) are designed for semi-urban and rural areas. The Committee note that out of the total MEMU rakes of 116 in different Zones, only 48 rakes are 12 car rakes, while 53 rakes are 8 car rakes. There are only thirteen 16 car rakes and just two 20 car rakes. The Committee feel that this is one of the crucial reasons for the extreme overcrowding in suburban trains, leading to severe discomfort for the travelling public, especially women. They, therefore, recommend that the augmentation of all MEMU rakes to 12/16/20 car rakes should be undertaken and completed in a time-bound manner.

Reply of the Government

Railways are planning to progressively augment all 8 car MEMU rakes to 12/16/20 car rakes. Procurement of MEMU rakes is being planned accordingly.

Recommendation (Para No. 7)

The Committee are dismayed to note that out of the 187 suburban services which were announced in the Railway Budget of 2012-13, only 34 suburban trains have been introduced so far. They desire that the remaining services should be introduced without any further delay; the Committee may be apprised of the progress of this endeavour.

Reply of the Government

Out of the 187 suburban services announced in Railway Budget 2012-13, 121 new suburban services have been introduced till date and 16 suburban in Southern Railway are proposed to be introduced shortly. Remaining 50 suburban services in Kolkata Metro, have not been introduced so far due to shortage of crew and are likely to be introduced as and when the same becomes available. Further, 50 services (Non-Budget) have been extended from Dum Dum/Kavi Subhas to Noapara, thereby providing additional services between Dum Dum/Kavi Subhas and Noapara.

Recommendation (Para No. 8)

The Committee observe that the operational losses incurred by the suburban railways on all India basis has been going up with every passing year, and during 2012-13 stood at Rs.2852.32 crore which is a matter of grave concern. The Committee desire that the specific reasons for incurring such huge losses by the suburban railways should be examined urgently and appropriate steps taken to ensure that at least they reach break-even level without any additional financial burden on the commuters.

Reply of the Government

The Committee has specified the loss of Rs. 2852.32 crore incurred by suburban railways but this is pertaining to year 2011-12 instead of 2012-13 as mentioned. The reasons for incurring such huge losses have been examined in detail. Mainly, the staff cost, cost of fuel, operating expenditure, burden of appropriation to pension fund etc. have aggravated the cost of services as compared to less earnings due to low fare structure and form the reasons for such huge losses. Suburban fares were also not increased since the year 2002-03 while the cost of repair & maintenance of coaches/tracks, fuel, etc. increased manifold. However, feasibility of reduction of cost to be studied to minimize the loss upto the break-even point, apart from rationalization of fares and frequent check on ticketless travel.

Recommendation (Para No.9)

The Committee have been informed that the Operating Ratio of the Suburban Services is not calculated separately. However, during the Study Tour of the Committee to various Zones, they were informed that the Operating Ratio in respect of suburban services in Central Railway, Eastern Railway, South Central Railway, Western Railway and Kolkata Metro was to the extent of 194, 178.86, 88.09, 191 and 328, respectively. Such a high level of Operating Ratio in respect of suburban services is certainly not acceptable. The Committee want that all suburban railway systems should be asked to regularly work out the Operating Ratio; the Railways should also examine the reasons for such high levels of Operating Ratio and take appropriate steps to address the matter.

Reply of the Government

The Operating Ratio in respect of suburban services in various Railways mentioned in Item No.9 is not correct. It should be; Central Railway-176.4, Eastern Railway-710.3, South Eastern Railway-441.21, Western Railway112.23, Southern Railway-296.03 and Metro Railway-310.89 for the year 2011-12. Loss of suburban services of South Central Railway is not included in suburban loss of Indian Railways for 2011-12 and 2012-13 as this service is declared as Suburban service in December 2013. So far, Suburban Railway System did not work out operating ratios. However they have now worked out the same and have been instructed to work this out regularly from the forthcoming years. The Railways have examined the reasons for such high levels of operating ratios and observed that there are many such reasons like i) low fare structure compared to the high operation & maintenance cost, ii) cost of general overheads etc. To reduce the Operating Ratio, it has been the constant endeavour on part of Railways to avoid wasteful expenditure and control its growth by improving staff productivity, better assets utilization, control over fuel expenditure etc.

Recommendation (Para No. 10)

The Indian Railways has about 483 suburban stations. Depending upon the importance of the station from the point of view of passenger traffic, the stations in Indian Railways have been categorized into seven categories, viz., A1, A2, B, C, D, E and F. Suburban stations come under category 'C' where certain minimum amenities have been specified. The Committee regret to note that although the Railways have specified a very impressive list of basic amenities that should be provided in the suburban stations, yet they have not been very successful in ensuring that all these amenities are made available to the travelling public. In this context, the Committee find that 258 suburban stations have been identified for development as 'Adarsh Stations' with specific areas of focus relating to passenger facilities and amenities. However, during the Study Tours, the Committee noted, and were also apprised by the commuters, that several of the listed facilities were not available to the passengers. In view of this, the Committee urge the Ministry to deliver all its promises as far as basic amenities are concerned without any further delay.

Reply of the Government

246 stations falling under 'C' category have been developed under 'Adarsh' station scheme as per norms. The names of the stations where the non-availability of amenities, as per prescribed norms, were noted by the Committee, are not mentioned in the Report. However, the Committee's observation has been noted for advising zonal Railways to take appropriate action in the matter.

Recommendation (Para No. 13)

The Committee are surprised to note that despite detailed policy guidelines issued regarding proper lighting at suburban station, the non-implementation of the same is very conspicuous. In the opinion of the Committee, it is absolutely essential that proper lighting is provided in the station premises, platforms and circulating area, besides at toilet facilities, to thwart anti-social elements and instill a sense of confidence in travellers, especially women. The Ministry of Railways should conduct periodic checks to ensure proper and adequate lighting arrangements at suburban stations. Similarly, encroachments of Railway land by criminal elements and trespassing into station premises by unauthorized persons should be strictly prohibited.

Reply of the Government

Policy guidelines exist for ensuring approved lux level for different category of stations. Adequate lighting arrangements have been provided at platforms/Railway stations as per norms. Any shortcoming/malfunctioning in lighting arrangement are made good as soon as it comes to the notice.

Service improvement Groups at Divisional & Zonal levels are formed to inspect passenger amenities at railway stations. Based on their reports, remedial measures, as needed, are taken. Periodic/surprise checks & inspections are also carried out by officers at different levels to ensure proper and adequate lighting arrangements at suburban stations.

Railways are engaged in a continuous exercise to prevent encroachments and protect its land by providing boundary wall, fencing tree plantation etc. Also

encroachments on Railway land are dealt with in accordance with the provision of the Public Premises (Eviction of Unauthorised Occupants) Act, 1971 and Railway Act – 1989.

Recommendation (Para No. 14)

The Committee have noted that the uneven height of platforms and coach level is a major cause of several casualties at platforms, besides causing grievous injuries to many passengers. Smooth boarding and de-boarding of trains are seriously impaired because of uneven height of rakes and platforms, particularly during peak hours. Women, children, patients and differently abled persons face considerable difficulty in view of this. The Committee understand that the feasibility of reducing the gap between platform level and coach level for suburban stations is still under examination of the Ministry of Railways. Taking into consideration the heavy footfall and peak hour rush at the suburban platforms, the Committee strongly recommend to the Railways to look into the issue of uneven platform-coach height and to take immediate steps to do the needful in the larger interests of the safety of the travelling public.

Reply of the Government

Based on Board's approval, instructions have already been issued to Central Railway, Western Railway & RDSO vide letter no. 2007/CEDO/SD/IRSOD/O dated 19.02.2014 **(copy enclosed as Annexure A)** for taking necessary action w.r.t. raising of height of passenger platform of suburban stations.

Recommendation No. 16

The provision of platform shelters falls under the list of mandatory amenities to be provided by the Ministry of Railways at the suburban train stations and platforms. The Committee recommend that the Railways should provide shelters for the foot over bridges also as passengers find it very difficult to use them during summer, rainy season and inclement weather.

Reply of the Government

As per norms of Minimum Essential Amenities (MEA), shelters are provided on FOBs at A1 & A category stations only. However, the recommendations made by the Committee is noted for examination.

Recommendation (Para No. 17)

The Committee, while noting the assertion of the Ministry of Railways that potable drinking water is provided at all the suburban stations, state that they have been informed by commuters about a number of suburban stations where this basic amenity is still lacking or where they are not maintained properly and hygienically. The Committee would urge the Ministry to ensure that there is regular and uninterrupted supply of potable water at every suburban station.

Reply of the Government

The observation has been noted and concerned Zonal Railways shall be advised in this regard.

Recommendation (Para No. 18)

The Committee have been informed that while no air-conditioned EMU/MEMU is currently running on the Indian Railways, it is planned to introduce AC EMU services on Mumbai Suburban on trial basis. The Committee desire that they may be apprised of the progress in this matter.

Reply of the Government

IGBT based 3- phase electrics are likely to be supplied by M/s BHEL in the March/April 2014. Air conditioned EMU rake will be manufactured at ICF during 2014-15 and planned for introduction in Mumbai suburban area on trial basis by July, 2014.

Recommendation (Para No. 19)

The Committee are deeply concerned at the lack of proper maintenance of the suburban railway property. During their visit to various places, the Committee found that the coaches of suburban trains and the walls of suburban stations and platforms

were defaced with posters, banners, festive decorative materials, rampant spitting, etc. The Committee strongly recommend that such defacement of Railway property must be severely dealt. It is the responsibility of the Railways to protect and maintain the rakes of the trains. The Committee would like to stress that a foolproof mechanism should be put in place to ensure the protection of the suburban railway property, which should include proper display of warnings against any sort of vandalism of railway property, proper surveillance through both physical monitoring and through CCTVs, imposition of penalty/punishment, thereby promoting a culture of upholding railway property as a national asset. Further, the Committee stress that the rakes of all the suburban trains must be cleaned on a daily basis without fail as it is part of the basic amenities which Railways are duty-bound to ensure.

Reply of the Government

All out efforts are being made to improve the standard of cleanliness at railway stations. The measures taken include introduction of mechanized cleaning process, award to rag picking/garbage disposal contracts, pay & use toilet scheme etc. Regular checks are conducted at officers/supervisors levels and corrective action is taken wherever any deficiency is noticed. Rules under the Railways Act 1989 has been duly framed vide Gazette Notification dated 26.11.2012 to penalize the persons affecting cleanliness & hygiene at Railway premises. Cleanliness awareness campaigns are also launched for education of the rail users to ensure a satisfactory level of cleanliness at railway stations.

All suburban rakes are being cleaned (swept) in the night in stabling yards/ maintenance sheds.

Recommendation (Para No. 20)

The Committee have found that unauthorised vendors, beggars and hawkers are a severe nuisance on suburban trains, stations, platforms, over bridges, pathways, etc. They not only obstruct the free movement of the passengers but also indulge in pick-pocketing and other such crimes. The Committee strongly recommend that all unauthorised hawkers and beggars shall be strictly prohibited from boarding trains or operating at platforms/stations. Further, non-commuter licenced vendors/hawkers must carry their ID cards issued by the Railways and must wear their Railway Badges, carrying their names and licence numbers. The Railways must ensure that vendors, along with their luggage, travel in the luggage compartment or earmarked areas of coaches reserved exclusively for their use. The

Committee note that different Zones have different areas marked for vendors in trains. The Railways may look into this, identify which is the best practice, and consider introducing such practice uniformly across the suburban railways in all Zones.

Reply of the Government

Regular drives are being conducted against unauthorized hawkers and beggars and offenders are being prosecuted under relevant sections of the Railways Act. Time to time instructions are issued to escorting staff to ensure that the vendors do not board with their wares in coaches other than the earmarked coach/earmarked areas reserved exclusively for their use.

Proper Identity Cards with travelling authorities are issued by the railways to the authorized staff of catering/vending licenses to enable them to manage catering services on mobile and static units effectively.

Almost in all the Zonal Railways having suburban services, viz. Central, Western, Eastern, South Eastern and South Central Railways, bogies or part of bogies at either ends are generally earmarked for vendors for easy alighting of material and also to facilitate passengers to move inside the train, except in the suburban services in Southern Railway, where this provision has not been made due to operational constraints.

Recommendation (Para No. 22)

Proper signage and Electronic Train Indicator Board are part of basic provisions assured by the Railways. Much to the Committee's regret, the absence of proper signage and Electronic Train Indicator Boards are so conspicuous in most of the suburban stations/platforms. The lack of signage indicating the location of ladies/handicapped coaches or toilets leads to confusion, difficulties and even harassment of female commuters and differently abled passengers. The Committee, therefore, desire that immediate steps be taken by the Ministry to declare proper signage as an "absolutely essential amenity" for smooth and easy flow of passengers. The Railways are primarily a service-provider and, therefore, they must strive continuously to eliminate all problems faced by the commuters availing its services. In this context, the Committee consider Electronic Train Indicator Boards as an absolute necessity which should be prioritised by the Railways.

Reply of the Government

Commercial Directorate of Railway Board has categorized the Railway Stations into A1, A, B, C, D, E & F categories depending upon the earnings, which is the indicator of passenger traffic. Further Land & Amenities and Passenger Marketing Directorates of Railway Board have issued comprehensive instructions for the scale of Passenger Amenities items at these categorized stations, vide Railway Board's letter no. 2012/LM(PA)/3/5 dated 11.09.2012. As per these instructions only stations categorized as A1, & A are to be provided with Electronic Train Indicator Boards under "Minimum Essential Category". In addition to this, B & C category stations are also to be provided with Electronic Train Indicator Board under norms of "Desirable Amenities".

As on date, out of 393 (A1, +A category) stations Electronic Train indication Board is available at 369 stations and out of 723 (B+C category) stations, Train Indication Board is available at 419 stations.

The Committee's observation has been noted and the same will be considered in the next review of guidelines for provision of Minimum Essential Passenger Amenities at railway stations.

Recommendation (Para No. 25)

Considering the high rate of accidents and fatalities on the suburban train network, the Committee believe that some kind of instant medical aid system should be built in into the suburban trains and stations. A paramedic and a helper with stretcher, ladder and medical box could be suitably accommodated on suburban trains. It may also be advisable to prominently display the method of administering Cardio Pulmonary Resuscitation (CPR) in all coaches. The Ministry may examine the feasibility of such an arrangement expeditiously.

Reply of the Government

The feasibility of implementing the above recommendations has been examined. As regards display of CPR procedure in all coaches of all suburban trains is concerned, the recommendation is accepted and the same will be implemented. As regards facilities for providing first aid, the same are already available with the guards of suburban trains and also in all suburban stations. Since inter-station distance in suburban sections is short and traversed by suburban trains in about 3-5

minutes, medical attention can easily be provided at the stations including shifting to hospitals, wherever necessary.

Recommendation (Para No. 26)

With millions of passengers using the suburban train services in the country, the safety and security of the travelling public in general is a matter of serious concern. The terrorist attack on the Mumbai Railway System has brought the issue into sharper focus. Threats like terrorist attacks pose a grave danger to the commuters and the Railway security mechanism should be equipped to adequately and effectively deal with such threats. Escorting of trains, access control, crowd management, medical emergency, etc., are issues that need urgent and proactive attention. Security procedures like frisking and baggage screening should be strictly complied with to avoid any security lapse that can lead to disastrous consequences. The Indian Railways would be advised to look into all these aspects and come out with an appropriate strategy, including by use of latest technology, to counter any challenge to the safety and security of passengers and also to Railway property.

Reply of the Government

To enhance the security arrangement following steps are being taken:

- An Integrated Security System consisting of electronic surveillance of vulnerable stations through CCTV camera network, access control, anti sabotage checks has been approved to strengthen surveillance mechanism over 202 sensitive and vulnerable Railway Stations.
- Security personnel are being deployed at all entry/ exist gates of important station for frisking and baggage checking for which security gadgets like DFMDs, HHMDs and luggage scanners are being used for the safety and security of passengers.
- Bomb detection squads with trained RPF personnel and modern equipment are deployed at important stations in sub-urban areas to conduct regular anti-sabotage checks in trains and stations.
- Frequent joint combing operations exhibiting high profile presence of RPF, GRP, BDS, Dog Squad and Commercial Department are organized at

important stations and sections to create a sense of security among rail passengers.

- Intelligence inputs received from various quarters are shared with GRP and Local Police regularly and prompt action is taken there on.

Recommendation (Para No. 27)

The Committee understand that in view of the three-tier security arrangement on the Indian Railway system, the Railways have to maintain regular coordination with the State Governments, as the cases of crimes on Railways are reported to, registered and investigated by the Government Railway Police (GRP); the Railway Protection Force (RPF) which functions under the Ministry of Railways, supplements the efforts of the GRP. However, the Committee is of the view that such an ambiguous segregation of powers and responsibilities among the three authorities can be problematic in addressing security challenges. The Committee suggest that the Ministry of Railways should consider further streamlining and fine tuning of the entire security arrangement so that the safety and security of passengers and railway property are not compromised in any way due to multiplicity of agencies. In addition, the filling up of vacancies of security personnel should be accorded the highest priority and recruitment/training completed expeditiously.

Reply of the Government

At present a three tier security system of Railway Protection Force (RPF), Government Railway Police (GRP) and District Police is existing over Indian Railways:

District Police: Security of tracks, bridges and tunnels.

GRP: Prevention and detection of crime and maintenance of law and order in station premises and trains.

RPF: Protection and security of railway property, passenger area and passengers and matters connected therewith for supplementing efforts of GRP.

Coordination and liaison is maintained by the RPF with GRP and District police at the Divisional, Zonal and Board's level to ensure smooth train operation over Indian Railways.

A proposal for amendment in the RPF Act to empower the RPF to deal with passenger related offences, in the passenger area, is under process. The proposal has been concurred by the Ministries of Law & Justice and the Home Affairs. As desired by the Cabinet Secretariat, comments of States have been solicited on the proposal to amend the RPF Act. Comments have been received from 22 States/UTs as such matter is still under process.

For filling up 511 posts of Sub-Inspectors, recruitment has been finalized and initial training of selected candidates has also been started which will be completed in September 2014.

For filling up of 17087 vacancies of constables, written examination and Physical Efficiency Test (PET) has been completed. Viva-voce is scheduled from 26.05.2014. Further, a notification for filling up of 659 Posts of Ancillary Staff was issued in December 2013, pre-examination work for which is under process.

Recommendation (Para No. 28)

The Committee are glad to learn that the implementation of an Integrated Security System is underway to strengthen security surveillance mechanism over 202 sensitive stations of the Indian Railways. The Committee are keen to know the progress made in this direction and hope the Ministry of Railways will soon implement this system in the entire Indian Railways, including, of course, in the suburban sections.

Reply of the Government

Work is under progress for installation of the Integrated Security System over 93 stations of 12 zonal railways. All the zonal railways have been advised to ensure expeditious implementation of the system over all the nominated stations.

Recommendation (Para No. 29)

Coming to the security of women passengers in the suburban train networks, the Committee note with utmost anxiety several issues that impinge on this critical area. The recommendations of the Committee in this regard may be applicable not merely to the suburban train services but to the entire Indian Railway network. While the Railways do not have the exact figures of the number of women commuters in the suburban trains, a study by NCAER has shown that approximately 12 per cent of the suburban travellers are women which in real terms is in itself a significant number. That puts an added onus on the Indian Railways to ensure the safety and security of the women commuters. Several issues have come to the notice of the Committee which are examined in the succeeding paragraphs.

Reply of the Government

All Post and Out-Post in-charges have been instructed to deploy sufficient men to increase visible security presence at the stations and also advised to make sure that staff attend all trains and ladies coaches to check the safety of passengers and to instil a sense of security among the women commuters. All RPF staff have been suitably instructed to keep special watch on the coaches reserved for women passengers.

Recommendation (Para No. 30)

The Committee have observed that different Railway Zones have separate women HELPLINE numbers which only adds to the confusion among the commuters. Besides, these numbers are neither properly displayed nor adequately publicised by the Zones. An emergency number is an instant rescue for women commuters in distress. Therefore, the Committee strongly recommend that the Railway Board should expedite the process of providing a simple and uniform HELPLINE number for the entire Indian Railways which should be given wide publicity through both the print and the electronic media. This number should also be prominently displayed inside and outside the train coaches and at the stations/platforms and at girls' schools and colleges, offices and working women hostels. The number should be printed on the suburban train tickets and train Time Tables also in English and the respective regional language. This number should be toll free number and monitored round-the-clock by professional staff so that

immediate assistance could be provided to women commuters in case of any emergency.

Reply of the Government

A work of "All India Security Help Line" has been included in the Pink Book and is being executed by CRIS. A Security Helpline No. 1800111322 from Railway Board made functional with effect from 15.06.2014.

Recommendation (Para No. 31)

The Committee observe that the coaches earmarked for ladies in the EMUs do not have emergency alarms system. The Committee, therefore, desire the Railways to install an emergency alarm bell or warning bell in the ladies coaches. Further, this emergency alarm bell must be connected to the Loco Pilot cabin and the Guard's cabin displaying the coach number and, if feasible, also to the RPF booth of the nearby station.

Reply of the Government

In Mumbai suburban trains, audio-visual alarms are provided in all ladies coaches. Whenever the emergency alarm chain is pulled from the ladies compartment, the audio alarm is sounded in Guard cabin and Loco Pilot, along with flasher light indication outside the ladies coach, which alerts not only the guard and loco pilot of the train about chain pulling from the particular ladies coach, but also alerts the RPF staff and station staff, as the train approaches the next station. Ladies compartment is generally provided next to the guard's compartment. On getting this audio-visual alarm indication, train is stopped by loco pilot/guard. This arrangement is working satisfactorily.

Feasibility of providing similar arrangement on other suburban services will be examined.

Recommendation (Para No. 32)

The Committee believe that security vigilance cameras act as a strong deterrent against anti-social elements. Hence, the Committee recommend installation of security cameras inside the coaches, at the platforms and at stations. These CCTVs should be monitored round the clock by the Railway security personnel. At the same time, the Committee would caution that such surveillance should not compromise on the personal privacy of the commuters. The Railways may also explore the possibility of announcements and electronic displays inside coaches on station details like which station comes next, etc., as is done in the case of Delhi Metro. Besides, the Committee feel that ladies coaches must be properly guarded with one lady guard present in the coaches all the travelling time. The public address system at Railway stations should also be used to announce the Helpline Number, warn against unauthorised entry into women's coaches and punishment that can result there from, and in general to sensitize the travelling public on gender concerns. Further, the Committee call upon the Railways to ensure that there is no trespassing either in the ladies coaches or ladies waiting rooms and that stringent action is taken against any violators.

Reply of the Government

Instructions have been issued to Zonal Railways for making announcement through public address systems at railway stations regarding the punishment/warnings against unauthorized entry into women's coaches and about the helpline number to redress such grievances.

Currently, no policy/guidelines are available for provision of security vigilance cameras inside the coaches. Important stations are being provided with security cameras under the integrated security system project covering 202 important stations on the railway network.

A new work of provision of passenger information system having displays indicating the station/next arriving station details etc. has been included in the works programme 2013-14 for 300 superfast trains and the procurement process has been initiated and likely to be completed in next 1½ years.

Instructions for making announcements at the stations, warning passengers against unauthorized entry into women's coaches and punishment thereof have already been issued. A copy is enclosed as **Annexure B**.

Recommendation (Para No.33)

The Committee are very unhappy with the present security arrangements onboard and at stations which they witnessed during their Study Tours. The Committee, thus, strongly recommend that the Ministry of Railways should ensure visible security presence at the stations/platforms and on trains, particularly during late hours, to prevent untoward incidents and to instill a sense of security in the women commuters.

Reply of Government

All Post and Out-Post in-charges have been instructed to deploy sufficient men to increase visible security presence at the stations and also advised to make sure that staff attend all trains and ladies coaches to check the safety of passengers and to instill a sense of security among the women commuters. All RPF staff have been suitably instructed to keep special watch on the coaches reserved for women passengers.

Recommendation (Para No. 34)

The Committee note that women commuters often face difficulties due to women vendors who generally travel with their belongings (baskets of vegetables, fruits, etc.) in ladies' compartment even when there are separate compartments allocated for vendors. It has also been brought to the notice of the Committee that beggars, hawkers and anti-social elements manage to board the ladies coaches. The Committee take a serious note of such unauthorized entry into ladies coaches and recommend that no beggar or vendor or such other groups should be permitted to board the ladies compartments. The Committee feel that intensive and extensive ticket checking drives should be undertaken to prevent revenue leakage and also entry of unauthorized passengers into the coaches. The Committee also suggest that combined teams of RPF personnel and ticket checking staff in the form of

Mahila Vahini should regularly conduct surprise checks in all Railway Zones to deter any harassment of women commuters.

Reply of the Government

Instructions have already been issued to Zonal Railways to form special lady ticket checking squads, comprising of lady ticket checking staff and ladies from RPF to check unauthorized travel of urchins, beggars and students aged more than 12 years in ladies compartments and to deploy the same in such a manner that a sense of security is felt by the lady passengers and the inconvenience caused to them is stopped, while travelling. Zonal railways have been advised that lady ticket checking squads functioning over zonal railways be mobilized to intensify ticket checking drives to prevent entry by urchins, beggars and unauthorized women vendors and male students aged more than 12 years in ladies compartment, in trains running on Suburban Section, as a continuous and ongoing process and strict action be initiated against the unauthorized travelers in ladies compartment as per Section 162 of Railways Act. Since lady ticket checking squads are already functioning over zonal railways to deter any harassment to lady passengers, formation of another team in the name of Mahila Vahini is perhaps not necessary.

Vendors along with their goods are meant to travel in their allocated vendor compartments and the same is monitored by the Commercial Department. Regular drives under the provision of Railways Act are conducted against the unauthorized vendors, beggars & hawkers in trains, stations, platforms, FOBs, pathways, etc. Train escorting staff are instructed to travel in coaches adjacent to ladies compartments and ensure that the vendors, beggars, hawkers and anti social elements do not board the ladies coaches. Joint intensive drives with ticket checking staff are also conducted from time to time to prevent revenue leakage and also entry of unauthorized passengers into the coaches.

Special Task Force teams have been constituted in Mumbai suburban section with the object to eradicate the menace of unauthorized hawkers, beggars, anti social elements, to prevent unauthorized entry in ladies coaches by lady vendors etc.

Recommendation (Para No. 35)

During their interaction with various women's groups, a suggestion was made to the Committee that the Railways should display advertisements against obscenity

inside coaches and in the Station premises. The Committee would like the Railways to consider the suggestion and inform them of the action taken in this regard.

Reply of the Government

Instructions have been issued to the zonal railways to take necessary action and display messages against obscenity, inside coaches and in the station premises in a appropriate manner and locations in the trains (especially suburban/commuter trains) and at stations.

Recommendation (Para No. 36)

The Committee understand that one ladies compartment is provided in the front just next to the Motorman coach and one ladies coach next to Guard cabin in 9/12 car rakes. Further, in 12 car rakes, an additional ladies coach is provided in the middle of formation to facilitate lady passengers to entrain and detrain easily. The Committee desire that the placement of ladies compartment should be examined again in the light of several incidents of harassment of women commuters. They should feel safe and secure after they board the train, and they should feel assured that they will not face difficulty because of unusual placement of coaches, especially during early mornings or night time, more so with ill-lit platforms, circulation areas and station premises. The Committee want the Railways to also consider giving a distinct colour code to the ladies' compartment/ coach to make it easily identifiable by all women commuters, even illiterate or uneducated passengers. Also, there should be digital/neon display boards/signages on platforms which would guide and accurately indicate the positioning of ladies coaches. Moreover, the Railways should consider putting more women's coaches during peak hours for their comfortable travel.

Reply of the Government

Ladies compartments are provided with distinct colour of zebra stripes in green as per the colour scheme for easy identification.

Suggestion of the Standing Committee regarding location of the ladies compartment, colour code for identification and increasing the accommodation for ladies will be considered.

Recommendation (Para No. 37)

The Committee regret to note that the ordeal of the women suburban commuters begin with their struggle to purchase tickets. The Ministry of Railways have clarified that there is no policy for earmarking separate booking counters for ladies. However, the Committee understand that few ticket counters for ladies has been earmarked at some stations on the Eastern and South Eastern Railways. Considering the ever increasing rush at the platforms, the Committee believe that it is high time for the Ministry of Railways to issue instructions in the direction of providing separate booking counters for ladies, elderly and differently abled commuters at all the suburban stations, near the entrance to the stations premises.

Reply of the Government

Instructions have been issued to the zonal railways concerned for making assessment and based on the assessed need, make the provision for separate ticket counters for ladies, elderly and differently abled commuters at suburban stations.

Recommendation (Para No. 38)

The Committee are distressed to note that the present representation of women in the Railway Protection Force is very minimal at only 1.7%. The Committee feel that such under-representation of the women in RPF is one of the reasons for lack of security of women passengers. The Committee have been informed that a policy decision has been taken to reserve 10% of the notified vacancies for women candidates. The Committee strongly recommend that the Ministry of Railways must expedite the process of recruitment of women candidates in RPF. The Committee have been apprised that a proposal for creation of eight more companies of women RPF personnel has been forwarded to the Ministry of Finance for consideration. The Committee urge the Ministry of Railways to follow up on the proposal and keep the Committee apprised of its progress.

Reply of the Government

To raise the representation of women in Railway Protection Force (RPF), steps have already been taken and in this regard a policy decision to reserve 10% of the vacancies for women candidates has been taken. The said policy has already been implemented in recruitments presently undergoing. Further, it is informed that approval for creation of 08 Companies of women RPF personnel has been received

from Ministry of Finance and allocation of these companies among Zonal Railways has also been done. Recruitment of these 08 companies shall be initiated shortly.

Recommendation (Para No. 39)

The Committee would like to stress that the Indian Railways should lay greater emphasis on gender sensitization of Railway officials in general and RPF personnel in particular by organizing seminars and Workshops with the involvement of various stakeholders. Gender Awareness Programmes should also be conducted periodically. The training modules of Railway personnel should also incorporate gender sensitization as an important component.

Reply of the Government

Keeping in view the importance of sensitizing Railway personnel on Gender Issues and coming into force of the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013, all Centralized Training Institutes under the Ministry of Railways have been advised to spread awareness about the Act through workshops and awareness programmes and develop suitable modules for inclusion in all the training programmes including the probationary training. Copy of the aforementioned instructions has been endorsed to GMs of Indian Railways.

Recommendation (Para No. 40)

The Committee have been apprised that the Indian Railways has a well-organised Public Grievances Redressal Machinery which takes prompt action on grievances / complaints registered by the travelling public. At the Railway Board's level, Executive Director (Public Grievances) is the Public Grievances Redressal Officer. At the Zonal Railways' level, the Additional General Managers function as the Directors of Public Grievances and coordinate. At the Divisional level, the Additional Divisional Railway Managers have been nominated as Public Grievances Redressal Officers. They hold periodic meetings with Divisional Officers and Station Managers in this regard. The Station Managers have been made personally responsible for public grievances. However, the Committee have learnt from the experience of common commuters that proper information about such an elaborate hierarchy of Public Grievance Redressal Officers is not available in the public domain. Besides, there is no mechanism of informing the complainant about the action taken with regard to his/her complaint. The Committee, hence, suggest to the Ministry to make its complaint redressal mechanism more commuter friendly and more transparent by adopting state-of-the-art technology and by putting in place an

effective follow-up mechanism. The Ministry should take immediate steps to remove the various lacunae in its existing grievance redressal system through discussions with the ZRUCCs, NGOs and Passengers' Associations. The Committee may be updated of the action taken in this direction on a regular basis.

Reply of the Government

It is stated that information to general public regarding presence of this Public Grievances Redressal Machinery on Indian Railways is given through the Time Tables of Zonal Railways and Trains at a Glance. A copy of page no. 320 of trains at a glance giving information relating to presence of Public Grievances Redressal Machinery on Indian Railways is enclosed as **Annexure 'C'.**

As regards Committee's suggestion regarding making complaint redressal mechanism more commuter-friendly and more transparent by adopting state-of-the-art technology and by putting in place an effective follow-up mechanism, it is submitted that there is already an on-line complaint redressal mechanism operating on Indian Railways. This programme is called Centralised Public Grievance Redress and Monitoring System (CPGRAMS), wherein general public lodge their grievances on-line and it is processed on-line by referring the cases on-line to the Zonal Railways/PSUs or concerned Directorates of Board's office for examination and sending a report to the P.G.Cell of Board's office. Thereafter, P.G.Cell send on-line replies to the petitioners.

Besides, President's Secretariat, Department of Administrative Reforms and Public Grievance (DOAR&PG), Cabinet Secretariat (DPG), and Department of Pension & Pensioners' Welfare (DOP&PW) also refer the cases through CPGRAMS to the Ministry of Railways for examination and for sending reports to them regarding action taken in the matter by the Ministry of Railways. This programme has been extended upto Divisional level on the Zonal Railways and is functioning well. However, improvement in the system is a continuous process and efforts will be made to improve it further if any suggestion in this regard is received from any ZRUCC/DRUCC, NGOs or Passengers' Associations, the same will be implemented on Indian Railways, if found feasible.

CHAPTER III

RECOMMENDATIONS/OBSERVATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSEUE IN VIEW OF THE GOVERNMENT'S REPLIES

Recommendation (Para No. 4)

The Committee have received numerous requests from the passengers, particularly women passengers, for increasing the frequency of suburban trains, to avoid difficulty in boarding and deboarding. The Committee call upon the Railways to seriously consider increasing the frequency of suburban trains, particularly during peak hours. This will not only facilitate smoother boarding and deboarding by daily commuters but also help security personnel in managing the peak hour rush. In particular, the Ministry of Railways should consider increasing the frequency of exclusive ladies special suburban trains, at least during the peak hours. They should further consider changing timings of train services to suit passengers' convenience, after conducting periodic surveys and studies. The Railway stations should also be provided with escalator facilities to ease passenger congestion.

Reply of the Government

Increase in existing frequency is not feasible as services are run at a saturated level during the peak hours and also, due to non-availability of path on some sectors. Moreover, any increase in frequency of ladies special will be at the cost of general service, which will not be desirable for the general public. Changes in the timings are done whenever feasible on suggestions/recommendations of passengers/passengers associations.

Recommendation (Para No. 12)

Regarding onboard toilet facilities, the Committee have been apprised that toilet facilities have been provided in the new MEMU rakes and not in the existing coaches since it is not possible to retro-fit such coaches. The Committee note that the total number of EMU and MEMU rakes presently in service is 471 and 116, respectively. Thus, EMU rakes are four times in number than the MEMU rakes. The Committee desire that the Indian Railways should consider replacement of the existing EMU rakes with MEMU rakes with toilet facilities in a time-bound manner. The Committee will like to be apprised of the action taken in this regard.

Reply of the Government

EMU rakes cannot be replaced with MEMU rakes due to the following reasons:

- EMU is wider stock vis-à-vis of MEMU stock carrying more number of passengers thus ideal for Metropolitan.
- Running of MEMU on EMU corridor has safety implication due to extra gap between coach & platform.
- Technically EMU stock are designed for higher acceleration vis-à-vis MEMU stock, hence journey time will go up.

Recommendation (Para No. 24)

A suggestion was put forth before the Committee that where there is a designated compartment for differently abled persons, that compartment should be relocated to the extreme ends, just behind the Motorman's cabin and in front of the Guard Cabin. It was submitted to the Committee that by doing so, boarding and alighting crowds from the immediate neighbouring coaches will be absent, reducing difficulties and discomfort to the differently abled commuters. It was further submitted that the Guard and the Motorman will be in a position to get the train moving only when the differently abled passengers have safely boarded/deboarded the coach. The Ministry may like to consider this suggestion and apprise the Committee of action taken.

Reply of the Government

Railways has planned to provide the facility like provision of standard ramp, provision of signages, earmarking two parking lots, provision of non-slippery walkway from parking to station building, provision of at least one disabled friendly toilet, "may I help you" booths, Inter platform transfer facility etc. to physically disabled persons in two phases- short term and long term. In Eastern Railway the short term facility has already been provided in all A-1, A, B and eight numbers of 'C' category stations. In all suburban rakes, three seats are earmarked in each motor coach for disabled persons.

CHAPTER IV

RECOMMENDATIONS/OBSERVATIONS IN RESPECT OF WHICH REPLIES OF THE GOVERNMENT HAVE NOT BEEN ACCEPTED BY THE COMMITTEE AND WHICH REQUIRE REITERATION

Recommendation (Para No. 3)

The Committee are of the view that the criterion of minimum traffic for augmentation of coaches is largely met by many suburban stations, particularly during peak hours. Hence, the Committee strongly recommend that immediate surveys should be undertaken by all the Zonal Railways to **determine** the traffic at all the suburban stations and to upgrade the infrastructure to accommodate the augmented coaches. Presently, out of the total 471 EMU rakes in service, only 5 number of rakes have 15 car capacity. The Committee is of the view that suburban train services have to expand with time because of spatial factors. Therefore, the Committee advise the Railway Board to target 15 coach EMUs rather than 12 coach EMUs so that the investment and development of infrastructure could be more far-sighted. This would go a long way in enhancing the carrying capacity on the suburban system, besides easing out on passenger rush, that can be a check on untoward incidents.

Reply of the Government

The total number of passengers carried on the suburban sector in Mumbai area during FY 2011-12, 2012-13 & 2013-14 is as follows:

FY	Number of passengers booked (in millions)	
	Central Railway	Western Railway
2011-12	1432.82	1276.77
2012-13	1436.00	1294.88
2013-14	1468.46	1278.70

Moreover, there are standing instructions to zonal railways to conduct census on periodical basis.

However, increasing the load of all the EMU rakes to 15 cars is not feasible due to operational/infrastructural/geographical constraints**.**

Comments of the Committee

(Please see recommendation at Para No.8 of Chapter-I **)**

Recommendation (Para No. 11)

Looking into some of the amenities that are of prime importance, the Committee note that toilet facility is one of the foremost basic amenities and its absence from a public space like a railway station/platform will result in serious inconvenience to the commuters. During their Study Tours, the Committee found that toilets, especially ladies toilets, were badly maintained, located at the outskirts of the stations in poorly lit areas, and often remained locked. The Committee desire that the Zonal Railways take immediate and effective steps to improve the situation. The Committee earnestly suggest that the Railways should undertake safety audits of the suburban stations and take necessary action to tackle issues that crop up in the light of the audit observations. To promote transparency and public watch, the Committee desire the Railway authorities to provide/display names and contact numbers of the maintenance staff and responsible senior officials at specified areas in the station/platform and at all the toilet entrances. Where facilities are in disrepair, the Railways should urgently and expeditiously do the needful.

Reply of the Government

As per extant policy, toilets should be provided only in concourse/circulating areas in sub-urban stations. Provision of toilets is not preferred on platforms at sub-urban stations as the major requirement of sub-urban passengers is urinal.

The repairs/maintenance of facilities including toilets is undertaken as per requirement. The names of the stations, where toilet facilities were observed by the Committee in disrepairs have not been mentioned in the Report. However, Committee's observations have been noted and concerned Zonal Railways shall be advised in this regard.

Policy guidelines exist for ensuring approved lux level for different category of stations, including suburban stations (C-category) and Foot Over Bridge (FOB) for

adequate lighting arrangements at stations premises. Accordingly, lighting at suburban stations has also been provided as per these norms. Any shortcoming/malfunctioning in lighting arrangement are made good as soon as it comes to the notice.

Further, names and contact numbers of the maintenance staff and responsible officials are available with Station Manager/Superintendent.

Two types of Safety Audits are being conducted by Railways regularly i.e. one by individual Railway of its own divisions once in two month period and another inter railway safety audit which is conducted twice a year i.e. from January to June and July to December. Safety Audit is conducted by a team of five Senior Administrative Grade (SAG) level officers of Civil, Mechanical, Signal, Electrical and Safety departments. The teams carry out audit/inspections and focus on pinpointing deficiencies found in the system including ancillary activities, staff training, material supply, availability of funds, system failures, defective policies/rules etc. Zonal Railways submit their Reports/Action taken reports to the Ministry of Railways. These reports are analyzed by the Railway Board which gives them further necessary instructions as and when necessary.

Comments of the Committee

(Please see recommendation at Para No.11 of Chapter-I **)**

Recommendation (Para No. 15)

The volume of suburban passenger traffic has gone up steadily in the last decade whereas the facilities at railway stations have remained more or less stagnant. One crucial issue is the width of the platforms that should have been increased to accommodate the rapidly increasing passenger traffic. Where the platforms have been extended to accommodate twelve coach trains, in certain cases the width of the platforms has been narrowed to as low as 7 to 8 feet which is indeed hazardous. Even the Railway bridges are narrow which could lead to stampede-like situations during peak hours. The Committee, therefore, desire the Railway Ministry to examine whether the presently prescribed width of platform is adequate to facilitate easy and unhampered movement of passengers at suburban stations. The Schedule of Dimensions prescribed in the Indian Railway Standards may be specifically looked into. The Committee should be apprised of the steps taken in this regard.

Reply of the Government

As per Indian Railway Standards, the width of platform is determined on the basis of clearance specified in Schedule of Dimensions (SOD) and it should be adequate to permit a free unhampered movement of passengers. Standard width has not been prescribed for any railway platform. However, the concern of the Committee has been noted & concerned Zonal Railways shall be advised to examine and take appropriate steps in this matter.

Comments of the Committee

(Please see recommendation at Para No.14 of Chapter-I **)**

Recommendation (Para No. 21)

The Committee have received several written complaints regarding problems relating to the Suburban train Time-Table. The Committee suggest that Zonal Railways should regularly publish user-friendly suburban Time-Table in consultation with the commuters' forums/associations. These Time-Tables should be developed in a manner to serve as a handy guide book for the commuters which must, inter alia, include such details as railway officials' names and phone numbers, etc. Unauthorised publications of Time-Tables by private agencies should be investigated and appropriate action taken by the authorities concerned. Time Tables should be made available in local languages as well. Most importantly, the Railways should seriously look into the issue of shortage of Time-Tables and ensure their easy availability at all Railway premises.

Reply of the Government

The suburban time tables are published in consultation with Commuters' forums/associations. Also, the addresses, phone numbers and the name of the officers of public grievances redressal machinery are provided in the suburban time tables. While Zonal Railways have not received complaints regarding unauthorized publication of time table by private agencies, with regard to non-availability of suburban time tables, at all railway premises, Zonal Railways, based on demand, make available sufficient quantity of suburban time tables.

Printing of suburban time table in regional language is not commercially viable.

Comments of the Committee

(Please see recommendation at Para No.23 of Chapter-I)

Recommendation (Para No.23)

The Committee find the RDSO standards with regard to the amenities to be provided at Railway Stations for persons with disabilities (Annexure B) as part of the fundamental amenities. However, the Committee are highly disappointed and very critical of the apathetic attitude of the Railway authorities in giving practical effect to these recommendations. The Committee desire that the Railways should take expeditious steps to implement the recommendations of the RDSO guidelines in letter and spirit for the benefit of the differently abled commuters in line with the provisions of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995. The Committee also desire that they be informed regularly of the progress achieved in providing facilities like standard ramps, signages, designated parking lots, non-slippery walkway, disabled friendly toilets, inter-platform transfer facility, "May I Help You" booth, etc., for the benefit of the differently abled commuters.

Reply of the Government

Based on the RDSO's Report, revised guidelines on provision of amenities at Railway station and other Public Building for Persons with Disabilities have been issued to Zonal Railways for implementation, vide Railway Board's circular No. 2012/LM(PA)/08/04/ Policy. PwDs dated 06.06.2013.

562 stations falling in A1, A & B category have been provided with following facilities viz. Standard ramp with railing for barrier free entry, earmarking of at least one parking lot for two vehicles used by disabled persons, a non-slippery walkway from parking lot to building, Signages of appropriate visibility, at least one drinking water tap suitable for use by a disabled person, at least one toilet on the ground floor and "May I help you" booth.

Comments of the Committee

(Please see recommendation at Para No.26 of Chapter-I)

CHAPTER -V

RECOMMENDATIONS/OBSERVATIONS IN RESPECT OF WHICH FINAL REPLIES ARE STILL AWAITED

- NIL-

New Delhi
29 April, 2015
9 Vaisakha, 1937

DINESH TRIVEDI
Chairperson
Standing Committee on Railways

APPENDIX II

MINUTES OF THE THIRTEENTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2014-15)

The Committee sat on Wednesday, the 29th April, 2015, from 1500 hours to 1545 hours in Committee Room No. '62', Parliament House, New Delhi.

PRESENT

SHRI DINESH TRIVEDI - CHAIRPERSON

MEMBERS

LOK SABHA

2. Shri E. Ahamed
3. Kunwar Pushpendra Singh Chandel
4. Shri Ram Tahal Choudhary
5. Shri Sanjay Dhotre
6. Shri Gourav Gogoi
7. Shri Ramesh Chander Kaushik
8. Shri Balabhadra Majhi
9. Shri Arjun Ram Meghwal
10. Shri K.H. Muniyappa
11. Shri Thota Narasimham
12. Shri R. Radhakrishnan
13. Shri Mekapati Raja Mohan Reddy
14. Shri Ganesh Singh
15. Shri S.R. Vijayakumar

RAJYA SABHA

16. Shri Mukut Mithi
17. Shri Dilipbhai Pandya
18. Shri T. Rathinavel
19. Shri Devender Goud T.

SECRETARIAT

1. Shri K Vijayakrishnan - Additional Secretary
2. Shri Raju Srivastava - Additional Director

2. At the outset, the Chairperson welcomed the Members to the sitting of the Committee. Thereafter, the Committee took up for consideration the following draft Reports:-

(i) XXX XXX XXX

(ii) Action taken by the Government on the recommendations/ observations of the Committee contained in their 23rd Report on the 'Suburban Train Services of Indian Railways, with particular emphasis on Security of Women Passengers'.

The Committee adopted the Report XXXX XXXX XXXX at Sl. No.(ii) without any modification.

3. The Committee also authorized the Chairperson to finalise the Reports and present the same to Parliament.

The Committee then adjourned.

XXX: Not relevant to the report.

APPENDIX II

ANALYSIS OF ACTION TAKEN BY GOVERNMENT ON THE RECOMMENDATIONS/OBSERVATIONS CONTAINED IN THE 23RD REPORT (15TH LOK SABHA) ON "SUBURBAN TRAIN SERVICES OF INDIAN RAILWAYS, WITH PARTICULAR EMPHASIS ON SECURITY OF WOMEN PASSENGERS"

(I) Total number of Recommendations/Observations 40

(II) Recommendations/Observations which have been accepted by the Government:
Serial Nos. 1, 2, 5, 6, 7, 8, 9, 10, 13, 14, 16, 17, 18, 19, 20, 22, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39 and 40.

Total: 32
Percentage:80%

(III) Recommendations/Observations which the Committee do not desire to pursue in view of the Government's replies:
Serial Nos. 4, 12 and 24

Total: 3
Percentage:7.5%

(IV) Recommendations/Observations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration:
Serial Nos. 3, 11, 15, 21 and 23

Total : 05
Percentage:12.5%

(V) Recommendations/observations in respect of which final replies of the Government are awaited:
Serial No. NIL

Total : Nil
Percentage:Nil